

Admin Guide: ASCENDER EmployeePortal Self-Service

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The purpose of this document is to guide you through the Self-Service pages that allow you to manage the self-service tools in EmployeePortal. You can perform the following tasks:

- Manage the demographic and payroll fields that employees can view or update.
- Designate the approvers for demographic and payroll changes that were submitted by the employee in EmployeePortal.
- View and approve pending maintenance requests.
- Delete an employee's user account if they get locked out of EmployeePortal.

Some of the images and examples provided in this document are for informational purposes and may not completely represent your LEA's process.

This document assumes you are familiar with the basic features of the ASCENDER Business system and have reviewed the ASCENDER Business Overview guide.

Set up Self Service Options

Note: If LEAs choose to allow users to change their passwords via the Self-Service menu in EmployeePortal, the **Self-Service Demographic** and/or **Payroll** fields must be selected. If both of these fields are blank, users will not be able to access the Self-Service menu in portal and therefore cannot change their passwords.

❑ Use the EP Self-Service Assignments pages to manage the demographic and payroll fields that the user can view and update in EmployeePortal.

- Personnel > Tables > EP Self-Service Assignments Demographic
- Payroll > Tables > EP Self-Service Assignments Payroll

❑ Use the following pages to view and approve pending maintenance requests that were submitted by users in EmployeePortal.

Payroll:

- Payroll > Self-Service > Pending
- Payroll > Self-Service > Payroll Approval
- Payroll > Self-Service > Pending by Alternate
- Payroll > Self-Service > Payroll Approval by Alternate

Personnel:

- Personnel > Self-Service > Pending

- Personnel > Self-Service > Pending by Alternate
- Personnel > Self-Service > Demographic Approval
- Personnel > Self-Service > Demographic Approval by Alternate

❑ If a user is locked out of their account, delete their EmployeePortal account and advise them to create a new account using the **New User** button on the EmployeePortal login page.

- Personnel > Self-Service > Delete EP Users

❑ The following Self Service Reports are available:

- Payroll > Reports > Self-Service Reports > HRS8000 - Self-Service Requests
- Payroll > Reports > Self-Service Reports > HRS8005 - Leave Request Report
- Payroll > Reports > Self-Service Reports > HRS8015 - Leave Request Comparison Report
- Personnel > Reports > Self-Service Reports > Self-Service Requests


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